

KEY
Housing Strategic Plan 2016-19
Appendix 5
Tenant Engagement Strategy

As part of a series of measures to ensure compliance with the Social Housing Charter KEY will seek to engage with its tenants at a range of levels. The following seeks to link the outcomes identified within the Charter to our engagement activities.

It should be noted however that some of the Charter outcomes have a particular emphasis within KEY, give that the majority of the tenant group are also supported by KEY and these are outlined below.

| Charter Outcome or Standard | Charter Statement | Comments on KEY's Engagement Activities |
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| Equalities | Every tenant and other customer has their individual needs recognised, is treated fairly and with respect, and receives fair access to housing and housing services. | KEY will continue to monitor its compliance with equalities legislation KEY is committed to finding ways of understanding the needs of individuals and delivering services that recognise and meet these needs. The use of a new tenant checklist provides a recording system for gathering this information. |
| Communication | Tenants and other customers find it easy to communicate with their landlord and get the information they need about their landlord, how and why it makes decisions and the services that the landlord provides. | This outcome covers all aspects of KEY's communication with its tenants. It covers how clearly and effectively information is provided (to those who want it) and how easy it is for customers to make complaints and provide feedback on services. As part of the tenant satisfaction survey undertaken in 2014, the level of communication which individuals wish to receive from KEY was considered in order to personalise the content, frequency and style of communication. In turn this has informed the nature of communication (newsletter, website and other vehicles) and the ways in which tenants feedback on issues of importance (either on individual issues or a general satisfaction level). Over the period since the previous Housing Strategic Plan the following means of communication have been introduced/developed: |

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| | | <p>Regular (three times per year) editions of a tenant newsletter (My Home) are produced.</p> <p>A tenant engagement group (the My Home Group) was established in 2015 and now meets regularly to consider issues of relevance. This Group also looks at any proposed policy amendments.</p> <p>An annual tenant satisfaction survey has been conducted for the past four years (every second year is a full survey while intervening years focus on the quality of the maintenance and repairs service)</p> <p>Formal consultation occurs with tenants on an annual basis over rent proposals and in 2015/16 an additional consultation was held with supported tenants over the introduction of an intensive housing management charge</p> <p>KEY also monitors and reports its performance with its Complaints Handling Procedures.</p> |
| Participation | Tenants and other customers find it easy to participate in and influence their landlord's decisions at a level they feel comfortable with. | <p>This outcome considers how KEY gathers and takes account of the views and priorities of their tenants, and the main mechanisms are outlined within the communication outcome above</p> <p>KEY will also continue to seek feedback on tenants satisfaction with their involvement in issue of direct relevance to their housing situation (for example in their involvement in the major repairs programme in relation to kitchens, bathrooms, heating systems etc)</p> |
| Quality Of Housing | Tenants' homes, as a minimum, meet the Scottish Housing Quality Standard (SHQS), and are always clean, tidy and in a good state of repair when they are allocated. | KEY will monitor and report on its compliance with the SHQS standard and the additional requirements of the subsequently introduced Energy Efficiency Standard for Social Housing |
| Repairs, Maintenance and Improvements | Tenants' homes are well maintained, with repairs and improvements carried out when required, and tenants are given reasonable choices about when work is done. | KEY will continue to collect feedback from tenants on the quality of works. This has been collected through feedback slips for individual pieces of work and an annual quality of maintenance survey |
| Management, Anti Social Behaviour, | Tenants and other customers live in well maintained neighbourhoods, where they feel | This outcome seeks to assess the effectiveness of action taken to enforce tenancy conditions relating to estate management and neighbour nuisance/disputes which in |

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| and Disputes | safe. | KEY will often require close working with support staff. We will review our anti-social behaviour policies in such a way that this is recognised but will also allow KEY to report as required by the Regulator |
| Housing Options | People looking for housing get information that helps them make informed choices and decisions about the range of housing options available to them. People at risk of losing their homes get advice on preventing homelessness. | Within KEY the majority of people apply for both support and housing and our information is supplied with this focus. |
| Access to Social Housing | People looking for housing find it easy to apply for the widest choice of social housing available and get the information they need on how the landlord allocates homes and their prospects of being housed. | Again this outcome is inherently linked to the provision of support for the majority of KEY's tenants |
| Tenancy Sustainment | Tenants get the information they need on how to access support options to help them to remain in their home and can get suitable support including services provided directly by the landlord and by other organisations. | As above |
| Value for Money | Tenants, owners and other customers receive services that provide continually improving value for the rent and other charges they pay. | This outcome seeks to measure the efficient and effective management of services, including KEY's ability to minimise the time houses are empty, to manage rent arrears, generally control costs and to ensure value out of any contracts let. These aspects will be reported to tenants, particularly in relation to proposed rent levels (see next outcome). An objective of this Plan is to develop and refine a framework and indicators for establishing value for money in consultation with tenants. |
| Rents and Service Charges | Social landlords set rents and service charges in consultation with tenants so that a balance is struck between the level of services provided the cost of the services and how far current and prospective tenants can afford them. Tenants get clear information on how rent and other money is spent, including details of individual items of expenditure above thresholds agreed between landlords and tenants. | This reflects the existing legal duty to consult tenants about rent setting and additionally to take account of what current and prospective tenants are likely to be able to afford, and the importance that many tenants place on being able to find out about how their money is spent. |